

ELT Lienholder Paper Title Requests

New Policy

When an Electronic Lien and Title (ELT) lienholder requests a paper title, the Department of Motor Vehicles (DMV) will accept an Application for Duplicate or Paperless Title (REG 227) form when accompanied by a Statement of Facts (REG 256) form stating the paper title request could not be processed electronically.

NOTE: Lienholders may submit a REG 227, regardless of the year model of the vehicle, when they are unable to process a paper title request using the ELT automated system.

Procedures

ELT lienholders who request a paper title **must** submit an Application for Duplicate or Paperless Title (REG 227) form and a Statement of Facts (REG 256) form stating the paper title request could not be processed electronically.

To ensure a paper title is issued, DMV will modify the address to differ from the ELT listing by adding "ELT."

EXAMPLE:

LOANS FOR CA
ELT
335 TITLE AVE
SACRAMENTO CA 95818

NOTE: These transactions cannot be processed by Business Partner Automation (BPA) program participants: the applications **must** be submitted to DMV.

Background


Certain record statuses prevent issuance of a paper title in the automated ELT process. To issue a paper title, DMV must modify the ELT lienholder's existing address information. DMV has established a uniform procedure for these address modifications.

Distribution

Notification that this memo is available online, at www.dmv.ca.gov under Publications was made via California DMV's Automated E-mail Alert System in November 2012.

Contact

Call the DMV Customer Communications Section, at (916) 657-6560 for further clarification of this memo. Upon request, this document can be produced in Braille or large print.



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